

## Helpful Hints and Troubleshooting:

### COMPUTER

#### Helpful Hints

- Don't use backgrounds
- Turn off screensaver
- Save early and often
- Minimize number of applications that load at startup
- Minimize number of open windows
- Run Disk Defragmenter program
- Use shutdown feature
- Don't block cooling fan

#### Troubleshooting

- Check for loose connections
- Check power strip (may have kicked it loose)
- Check monitor power button
- Check monitor contrast knobs
- Shut down program, then reopen
- Reboot (CTRL+ALT+DEL)
- Record any error messages (used by Help Desk)

### APPLICATIONS

#### Helpful Hints

- Save often
- Keep only the applications you need to use open
- Keep number of open windows to a minimum
- Close and reopen application
- Adjust the application save operation to a short time period
- Keep backups of important documents
- Empty the trash folder

#### Troubleshooting

- Immediately attempt to save
- Close and reopen
- Reboot
- Record any error messages

### VIRUSES

#### Helpful Hints

- Don't open emails having executable files; delete them
- Always scan attachments before opening
- Don't download from the Internet without scanning the files first
- Don't open emails from unknown senders
- Empty the deleted emails folder immediately after deleting an email having a suspected virus

#### Troubleshooting

- Don't forward the folder or email that had the virus
- Delete the virus file unless it is important enough to attempt a clean and repair
- Call the Help Desk immediately
- Notify your coworkers immediately (by voice and phone, not email)

### INTERNET BROWSER

#### Helpful Hints

- Periodically clean out history and Internet temp folders
- Add frequently visited sites to you favorites folder

#### Troubleshooting

- Check connection settings
- Check that you are authorized to have Internet access

### PRINTER

#### Helpful Hints

- Use proper paper and don't overfill the paper tray
- Fan the paper before loading

#### Troubleshooting

- Allow printer to warm up
- Ensure printer is online and check printer power
- Run test print
- Turn printer off, then on
- Check connections
- Try another application
- Ask others if they can print
- Check if others have print jobs going at the same time

### E-MAIL

#### Helpful Hints

- Clean out Inbox on a regular basis
- Download and save attachments
- Create filing system of folders to easily store and retrieve email messages
- Create filters to reduce junk mail
- Only use delivery notification when absolutely necessary

#### Troubleshooting

- Is network operational?
- Send a test message to a neighbor
- Verify message address

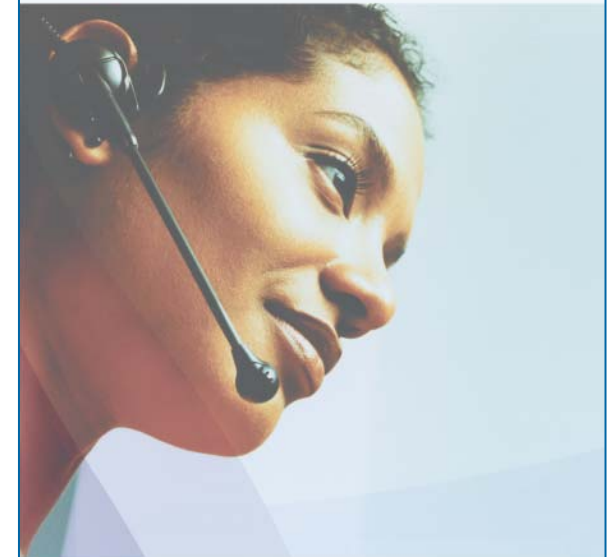
### NETWORK CONNECTIONS

#### Helpful Hints

- Check connections
- Don't step on the network cable; check for kinks
- Dress and tie the cable

#### Troubleshooting

- Ensure that you are logged in (that you didn't bypass the network connection screen)
- Re-enter username, domain, and password
- Ensure the cable is in the network port, not the modem port
- Ensure the cable is plugged into a live network connection
- Open neighborhood: are the working station icons present?
- Are others having problems connecting to the network?



## Help Desk Brochure

### 7 Medical Systems, LLC

651 Nicollet Mall  
Suite 501  
Minneapolis, MN 55402

### Standard Support Hours

Monday - Friday  
7:00 a.m. to 5:00 p.m. (Central)

### Contact us at:

Local 612-230-7700  
Toll Free 800-441-3037  
support@7medical.com



## Contacting your 7 Medical Systems Help Desk is easy!

In the event that technical support is needed, please contact the 7 Medical Systems Help Desk. This brochure is provided to assist you in the correct process of logging a support call.

For your convenience, the 7 Medical Systems Help Desk has both a local and a toll free telephone number. Both numbers are listed on the front panel of this brochure. Help Desk support is available 7 a.m. to 5 p.m., Monday through Friday. After-hours support calls may also be placed for emergency and mission-critical requests. There are additional fees for using after-hours support.

If you are experiencing technical difficulty, you should first contact your Point of Contact (POC). This person will assess the request for support and forward to the Help Desk as necessary. As a POC, please determine if you are able to assist.

Only the designated POCs are authorized to initiate support requests. Once a request has been initiated by the support contact, the user is free to contact the Help Desk directly for follow-up questions related to the same support request.

All requests for service must be placed through the 7 Medical Systems Help Desk. This will enable the request to be logged into our tracking system and assigned to the appropriate personnel.

When you call the 7 Medical Systems Help Desk, please be prepared to provide the information below:

- Company and contact name
- Name and contact information for the person experiencing the problem
- At what telephone number can you be reached?
- What was the exact error message or problem?
- What application were you using?
- What were you doing when you received the message?
- What steps have you tried to resolve the situation?
- Have you been able to complete the task before? If so, what is different since you last completed the task?
- Do you have similar problems in other applications?
- Are you able to recreate the problem?
- What is the severity level of the problem?

**CRITICAL:** system is completely down, immediate response necessary

**HIGH:** problems are preventing a needed process from being completed

**NORMAL:** a problem needs to be resolved, but not necessarily immediately

The Help Desk will make note of all information and contact the appropriate technician based upon your question or issue. You will also be given a Service Request Number (SR#). Please retain the SR# to track the status of your issue and resolution. The technician will return your call within the contracted timeframe.

### After Hours Support

When contacting the Help Desk after hours, the same process applies as normal business hours. If you are completely unable to work and require immediate assistance, please identify your request as a work stoppage. If this request is outside contracted terms or services, the Help Desk or engineer will notify you of this. If you proceed, you will be billed after-hours incident and/or hourly rates.

## Escalation Process

As situations are escalated to 7 Medical Systems Support, the engineer owning the situation will gather the necessary information and assess the severity of the situation to determine the course of action.

## Service Level Escalation

A service level escalation is non-technical in nature and consists of issues such as dissatisfaction with response times, services provided by an engineer or general customer satisfaction issues.

## Technical Escalation

A technical escalation is technical in nature and constitutes a system-down or a very difficult technical situation with an application that is not being resolved to your satisfaction. While support engineers will automatically escalate unresolved support service requests, you may use the following escalation procedures.

## Escalation Procedures

Please use the following procedures for service level and technical escalations:

Call the Help Desk and ask to speak with the support manager. Once connected, provide the following information:

- Your name and company name
- Existing SR# (if applicable)
- Explain the severity of the situation
- Request for the case to be escalated

The client support manager will then escalate the case to the appropriate personnel for proper handling and response.